

Service Definition Document

Managed Cloud Ongoing Support Services

Rosebud Cloud Solutions

G-Cloud 15 – Lot 3: Cloud Support

1. Overview

Rosebud Cloud Solutions' *Managed Cloud Ongoing Support Services* provide reliable, responsive, and scalable support across cloud environments. The service covers product support, incident logging, proactive analysis, technician dispatch, and training coordination to ensure operational continuity and user confidence. Designed for public sector organisations, it aligns with governance, performance, and assurance expectations while reducing internal support burden.

2. Service Summary

Service Name

Managed Cloud Ongoing Support Services

Service Type

Lot 3 – Cloud Support

Service Description

Rosebud's Cloud Support: Ongoing Support delivers structured, multi-channel assistance for cloud environments. It includes incident management, proactive performance analysis, technician dispatch coordination, replacement parts management, and end-user training coordination. The service ensures reliable cloud operations, faster issue resolution, and improved user satisfaction.

Service Categories

- Ongoing Support
- Product Support Capabilities
- Logging and Management of Incidents
- Reporting and Proactive Results Analysis
- Dispatch of Service Technicians and/or Parts
- End-User Training Coordination

3. Service Features and Benefits

3.1 Features

- Product support across cloud platforms
- Incident logging and tracking
- Proactive performance analysis
- Technician dispatch coordination
- Replacement parts management
- End-user training coordination
- SLA-based response and escalation
- Usage and issue reporting
- Support for upgrades and patches
- Multi-channel support access

3.2 Benefits

- Ensures reliable cloud service operation
- Speeds up issue resolution
- Minimises downtime and disruption
- Improves user satisfaction
- Supports continuous service improvement
- Enables proactive risk management
- Enhances system performance visibility
- Reduces internal support burden
- Aligns with public sector SLAs
- Builds trust in cloud adoption

4. Service Scope

4.1 Included

- Incident logging, tracking, and escalation
- Proactive performance and usage analysis
- Coordination of technician dispatch and parts replacement

- End-user training coordination
- Support for upgrades, patches, and routine maintenance
- SLA-based response and reporting
- Multi-channel support access (email/ticketing)
- Standard onboarding and documentation

4.2 Not Included

- Onsite support (available at extra cost)
- Replacement parts or hardware costs
- Custom development or bespoke tooling
- Extended support packages (quoted separately)
- Major cloud migrations or redesigns

5. Service Constraints

- Requires clear escalation paths and access to relevant systems and contacts.
- Technician dispatch and parts replacement depend on service scope and location.
- End-user training coordination is advisory and may require separate scheduling.
- SLA adherence relies on accurate incident classification and timely reporting by the buyer.
- Some issues may require third-party vendor involvement.
- Timelines may be affected by system complexity or environment readiness.

6. Reselling Information

Supplier Type

Reseller providing additional features and support not available from the original supplier.

Original Supplier

Microsoft

7. User Support

7.1 Support Channels

- Email or online ticketing: **Yes, at extra cost**
- Phone support: **No**
- Web chat support: **No**
- Onsite support: **Yes, at extra cost**

7.2 Support Response Times

- 1-hour initial response
- 2-day fix target
- 12-hour weekend response time (unless otherwise agreed)

7.3 Support Levels

- Standard support level (cost provided at discovery/quote stage)
- Dedicated technical account manager (qualified cloud engineer)

7.4 Support for Third Parties

Yes – support available to authorised third-party partners or managed service providers.

7.5 Accessibility

Compliant with EN 301 549.

8. How Users Access the Service

- Web browser interface: **No**
- Application installation: **No**
- Mobile-optimised interface: **No**
- Service interface: **No**
- API availability: **No**
- Customisation: **No**

9. Pricing

Pricing is provided during discovery and quotation, based on:

- Required support levels
- Number of systems and environments in scope
- Technician dispatch requirements
- Replacement parts management needs
- Optional onsite or extended support services

10. Onboarding and Offboarding

10.1 Onboarding

- Requirements and environment assessment
- Access and permissions setup
- Escalation path and SLA definition
- Support process and communication planning
- Reporting and governance setup

10.2 Offboarding

- Removal of temporary access (if applicable)
- Delivery of support logs and reports
- Optional service review
- Optional transition to other Rosebud Cloud Support services

11. Security and Compliance

- Delivered using secure, approved cloud environments
- Aligns with UK public sector governance and assurance standards
- Supports secure incident handling and escalation
- Reinforces operational resilience and compliance

12. Service Management

Rosebud provides structured service management for ongoing support, including:

- Incident and problem management
- Performance and usage reporting
- Governance and SLA monitoring

- Stakeholder engagement
- Continuous improvement of support processes

13. Technical Roadmap

Rosebud continues to enhance the service through:

- Expanded proactive monitoring and analytics
- Improved automation for incident detection
- Additional reporting and dashboard capabilities
- Enhanced integration with ITSM platforms